

WISCONSIN WORKS (W-2) CONTRACT AND IMPLEMENTATION COMMITTEE

1 West Wilson Street, Room B139

Madison, WI 53707

Friday, February 19, 1999

10:00 AM - 2:00 PM

MINUTES

The W-2 Contract and Implementation Committee is the single point of contact for feedback to the Department of Workforce Development on policy implementation related to W-2 agencies, and includes representation from the Wisconsin County Human Service Association (WCHSA), Urban Caucus counties, W-2 private agencies in Milwaukee County and the balance of state, and Tribal W-2 agencies.

Committee

Attendees: Jude Morse, Chair (substitute); Phyllis Bermingham, Marathon Co. Employment and Training; Mary Ann Cook, Dane Co. Dept. of Human Services; Rosa Dominguez (alternate), Opportunities Industrialization Center of Greater Milwaukee (OIC-GM); Mona Garland, MAXIMUS; Renee Henke (alternate), Fond du Lac Co. Dept. of Social Services; Deb Hughes (alternate), Southwest Consortium; Clarence Johnson (alternate), YW-Works; Tina Koehn, United Migrant Opportunity Services (UMOS); Jim Krivsky (alternate), Racine Co. Human Services Dept.; Jeff McCabe (alternate), Employment Solutions; Jim Nitz (alternate), Kaiser Group; Shirley Ross, La Crosse Dept. of Human Services; Michael Van Dyke, Door Co. Dept. of Social Services

State Staff

Attendees: Ginevra Ewers, BMO; William Goehring, BEPO; Randy Hayward, BEPO; Tim Hineline, BWI; Sue Larsen, BWI; Germaine Mayhew, DES Training Section; Jude Morse, BMO; Leonor Rosas DeLeon, BWI; Jan Van Vleck, Special Assistant, Tony Veeder, DES Training Section; Rick Zynda, BWI

Absent: Barbara Metoxen, Oneida Tribe; Judy Weseman, Kenosha Co. Division of Workforce Development;

Guests: Marcia Christianson, Forward Service Corporation; Kelly Grant, Central Wisconsin Community Action Council; Sharon McCormick, Sheboygan Co. Dept. of Health and Human Services; Teresa Pierce, Western Wisconsin Private Industry Council (PIC); Marilyn Putz, Walworth County, Kaiser Group

Recorder: Sue Larsen, W-2 Contract and Implementation Committee Coordinator

Jude Morse chaired the February 19, 1999 meeting in Jean Rogers' absence.

January 1999 Minute Approval

Deb Hughes requested a change to the Community Reinvestment portion of the minutes. (These edits are indicated by strike through on the incorrect language and underlining of the new language.) A motion was made to approve the amended January 22, 1999, minutes by Deb Hughes, seconded by Michael Van Dyke.

Issue/Discussion: W-2 Funding Work Group Update, Jude Morse, DES/BMO

Jude Morse held a telephone conference with the members of the W-2 Funding Work Group on February 10, 1999 to review the Department of Workforce (DWD) submissions to the biennial budget. The telephone conference included a discussion on W-2 Start-up Funding. The connection between the start-up funding and planning for fewer carry over W-2 agencies was not a deliberate planning by the Department. The figures were merely a "budget exercise" as required by Department of Administration (DOA), to allow start-up funds for new agencies, if necessary for Milwaukee and balance of state. The topic of the profit amounts of two and five percent restricted and unrestricted was also discussed. These amounts might be changing to three and four percent. Discussion is still being held.

The individual amounts for the next W-2 contract levels have not been released. Jude Morse stated that these amounts will be issued with the Request for Proposal (RFP). Statements will be provided indicating which agencies have received RFS and also those areas that are open to competition. Jude Morse stated that the W-2 contracts do not provide for an automatic renewal process. Under the competitive process certain areas are open to full competition and certain areas are covered by RFS. For the last contract, full competition required oral interviews, transcripts and a video. Every agency will be required to submit a new W-2 proposal, with input from the community, for the next RFP. The RFP is expected to be released in late spring 1999. Michael Van Dyke stated that DWD needs to be as clear as possible regarding the next steps necessary for agencies to submit the proposal. It was clarified that the W-2 contract would continue to provide Food Stamp Employment and Training (FSET) funding, but that BadgerCare would be issued as a Medicaid program. A

coordinated formula approach for the W-2 and Income Maintenance contracts have been developed. Michael Van Dyke requested that if possible, when issuing the W-2 RFP that a tentative IM allocation be provided for the geographic areas.

Deb Hughes asked what the process would be if no agency submitted a proposal for a certain geographic location? Jude Morse stated that the state would have the authority to invite vendors, including other agencies in areas immediately adjacent to the agency to submit a proposal if the current holder of the contract declined.

Jan Van Vleck indicated that DWD's submission also included TANF funds which were allocated to other agencies for other initiatives, such as the Workforce Attachment Act.

Issue/Discussion: Right of First Selection Notification Update, Jude Morse, DES/BMO

Jude Morse provided an update of the Right of First Selection (RFS) process. The RFS is a part of the confidential procurement process, as required by statute. February 19, 1999 is the day scheduled to release the RFS preliminary information to agencies that did not meet the criteria. This is not considered to be an official notice, as the Department is acknowledging that errors or misunderstanding may have occurred, and is giving the agency the opportunity to submit additional information to clarify or point out any errors. Each preliminary information packet will include a cover page which provides the Financial and/or Program RFS criteria that was not met, highlights of the discrepancy review, and a copy of Administrator's Memo 99-03, that provides detailed instructions for the discrepancy review process. The preliminary information is being faxed to the appropriate agency by the DES contract managers. Each regional office will call the agency to confirm that the information has been faxed to the agency. The regional offices will also call the agencies that were not issued preliminary information to confirm that no fax was submitted. The agencies will have five work days until 4:30 p.m., February 26, 1999 to submit a discrepancy review request. To ensure that committee members were allowed the same timeframe for responding to the preliminary information, but to maintain confidentiality, each member was issued an envelope at the end of the meeting. The envelopes may or may not have included RFS preliminary information.

Phyllis Bermingham stated that in the next round of contracts, she believes a more simple process should be implemented and more time should be provided to determine appropriate contract issues and obtain local agency input. She believes that the answers to the questions that have been raised at the committee meetings have not been adequately relayed to other agencies.

Issue/Discussion: FSET/ABAWD REPORTING, Tad Magnesia, Cathleen Connolly, DES/BWI

Cathleen Connolly indicated the committee had expressed concern at an earlier meeting regarding the Food Stamp Employment and Training (FSET) full engagement reports. Tools are needed by agency Work Programs and FS workers to monitor clients, ensure compliance with FS eligibility requirements, and increase accurate reporting of FSET funding expenditures. Reports are also needed by Bureau of Employment Operations (BEPO) to monitor agency activity.

Reports/Information Currently Available: Several reports are currently available in CARES, and are updated twice a week, usually Tuesday and Friday evenings.

1. **WPFN** - can be used by workers and supervisors to create a list of open cases by worker, office, component code, scheduled hours, ABAWD status, and a number of other factors, or a combination thereof.
2. **WPRI** - the Active Individuals Listing, can be accessed by worker, office, registration code, component code to obtain names of individuals with specific work program activities. A report could also be requested using *no component code*, which would generate a list of individuals with no work program activities.
3. **ABWD** - the ABAWD screen was brought up in December 1999. CARES does initial determination, worker confirms. The ABAWD determination appears on three screens, WPWI (participant information screen), WPRL (referral listing), and WPFN (on line report).
4. **WPWI** - shows the CARES determination that the individual mandatory/exempt/volunteer for FSET, and if the person is an ABAWD.

Reports In Development in EOS:

1. Existing Work Program reports are being updated to include new FSET components.
2. Several new FSET reports are being developed:
 - A weekly individual WP activity report will be directed to the WP worker, and will list the FSET participants name, case number and PIN, IM Reg. Code, WP Reg. Code, WP office number, system status and the activity and weekly scheduled hours. This will be similar to EOS RP740A for W-2 participants.
 - A monthly individual report of all FS cases will be directed to the ES worker showing the WP IM Reg. Code, the WP exempt code, the WP system status, and alert the ES worker when s/he has a FS case that needs to be referred to the FSET office;
 - A monthly FSET exception report will be directed to WP worker when individual is on disenrollment list, has no component, or is out of compliance with required activity levels.

BWI Actions To Assist Agencies:

1. A new FSET Manual will be released to agencies in March 1999. This Manual will be updated on a quarterly basis with new policy or policy clarifications. (The pre-print version of the manual was issued to the committee members.)
2. Statewide training on FS Special Topics Training will begin March 1999, and has a section on ABAWDs.
3. DES/BWI has made policy changes such as exempting the second parent of 2-Parent W-2 families from FSET and making workfare option available for ABAWDs which simplify FSET policy and make minimum engagement criteria for ABAWDs easier to achieve.

The next Release for the CARES Guide will include a chapter on "On-Line Reports & Listings" which will give updated instructions to workers on using CARES reports for case management.

Jeff McCabe stated that he would like to see the EOS FSET exception report issued more frequently than once per month. He felt it would be more useful to workers if it was issued on a weekly basis, similar to the W-2 exception report.

Issue/Discussion: W-2 Time Limits Update, Sue Larsen, DES/BWI

Sue Larsen stated that an announcement has been issued for an important Electronic Telephone Network (ETN) conference, which is scheduled for Monday, February 22, 1999 from 1:00 to 2:50 p.m. In addition to discussing Administrator's Memo 99-04, an overview will be provided of the pending changes to Client Assistance for Re-employment Economic Support (CARES) clocks logic, (including some abnormalities that have been occurring with missed ticks), and new clock notices that are scheduled to move to production effective February 19, 1999.

The presentation will also include an interactive discussion of some of the more difficult W-2 cases (that could potentially reach the time limit) and proactive and innovative approaches to find ways in which to assist the participant either before an extension is necessary or during an extension period. It is hoped this format will facilitate W-2 agencies in sharing best practice methods in providing case management to hard-to-serve participants. The input of W-2 agency staff is appreciated.

Several committee members expressed concern regarding the high possibility of W-2 Transitions (W-2 T) participants in reaching their maximum time limit. Questions were also raised regarding the statewide percentage of 20% that the federal government allows to be exempt from time limits. The federal government has not provided clear information as to when the 20% figure will be reviewed. Jean Rogers had stated at an earlier meeting that it is the Department's understanding that these measurements will be applied as a part of the Temporary Assistance for Needy Families (TANF) quarterly reports. A question was also raised regarding what would tick the clock when issuing Community Reinvestment or Welfare to Work (WtW) funds. Agencies need to have a clear understanding on these issues. These issues will be included on future committee meeting agendas.

The issue was also discussed regarding the issuing of notices to any W-2 review that was held after January 1, 1999 and prior to the move of the new notice to production, to ensure that all current W-2 participants receive a notice regarding their time limit information as quickly as possible. Concern was expressed that participants may be confused whether they needed to complete another review. Mary Ann Cook suggested that a model letter be provided and allow the worker to manually issue the notice.

Issue/Discussion: CARES Update Report, Tim Hinline, DES/BWI

See attached report. Tim Hinline also discussed the Y2K conference scheduled for February 22 and 23, 1999, which will provide information regarding the state contingency plan and agency's responsibility to develop a Y2K disaster plan. Every agency should send at least one representative to this conference.

Deb Hughes expressed concern that the Community Reinvestment CARES requirements are not listed on the CARES Update report. A request was made to at least list it on the report to provide a component code which would provide for tracking of the case.

Issue/Discussion: Training Section Update, Germain Mayhew, DES Training Section**Professional Development Activities:**

Twenty-one DES trainers and curriculum writers attended initial training in "4MAT." This three tiered program concerns the need that curricula address a variety of learning styles within the same program. It relies heavily on the development of activities which accommodate the various methods by which adults learn. It is anticipated that before the end of the year most of the Training Section staff will have attended two tiers of the 4MAT and that we will have several who will receive 4MAT certification.

New Curricula Under Development:

- MMIS/CARES Interface - anticipated to be presented in late March and April.
- BadgerCare - anticipated to be presented in late May and June.

Pilots:

Friday, February 19, 1999: "Child Care Certification." This one day program is a facilitated discussion of best practices and problem solving techniques surrounding the issue of certifying child care providers.

Accomplished:

Child Care Payment System (with February presentations in Milwaukee).

On-going:

- **Child Support:** CR&D; various Financial programs; New Worker; Children First.
- **W-2/ES:** ES CARES; CARES Work Programs Subsystem; W-2 Clarification and Processes; EOS CARES Reports; New Worker Training; Food Stamps Special Topics; CCPS.

Enhanced Case Management:

Resources for this training series are starting to be of concern. This could impact the DES Training Section's ability to provide in-house presentations after June 30, 1999.

The Quarterly Preview , for second quarter, 1999, will be published in early March.

Other Issues**Workforce Investment Act, Jan Van Vleck, Secretary's Office**

Jan Van Vleck provided information regarding the Workforce Investment Act (WIA). A letter has been sent to agencies and following roundtables have been scheduled:

- 2/23/99: 8:30 AM Wisconsin Technical College System 310 Price Place, Board Room, Madison
- 2/25/99: 8:30 AM North Central Technical College, 1000 W. Campus Dr., Rm. E101-102, Wausau
- 3/5/99: 8:30 AM Chippewa Valley Technical College, 620 Clairemont Ave., Eau Claire
- 3/8/99: 1 PM Fox Valley Technical College, 1825 N. Bluemound Dr., Rm. E114, Appleton
- 3/9/99: 8:30 AM Milwaukee Area Technical College 700 W. State St., Milwaukee

The roundtables will provide a format for dialogue on issues regarding the WIA plans, converting Job Training Partnership Act (JTPA) funds to WIA and identify the information that should be included in the plans. The WIA plans are due at the end of March 1999. More information can be obtained from Ron Hunt, DWD/DWE or by review the DWD WIA website, which is being updated.

Legislative Audit Bureau Report, Jude Morse, DES/BMO

The Legislative Audit Bureau (LAB) has completed a report regarding the first twelve months of W-2. The final report and response by DWD, is scheduled to be released on the Internet on Monday, February 22, 1999. A press release will also be issued. The report is primarily a financial report. The website address is: www.legis.state.wi.us/lab/windex/htm.

NEXT MEETING DATE:

March 19, 1999

101 S. Webster Street,

GEF 2, Room 27

Madison, WI 53707

RECENT AND UPCOMING CARES CHANGES OVERVIEW
Issued February 19,1999

Major Initiatives: Completed or in Progress	DATE	BACKGROUND
FEP ID on notices	12/04/98	The FEP ID listed on ACWI is now printed on notices. On the W-2 assignment letter and the payment statement, only the FEP ID, name, and phone number are printed. If there is no FEP ID on ACWI, that area of the heading is left entirely blank.
Year 2000 (Y2K)	12/30/98	Testing completed for now. A few minor problems have been found and corrected. Additional testing will be conducted in September 1999 for additional scenarios and new programs.
Major Fatals	1/22/99	EDBC fatal having performing paragraph 51154-set-run-elig has been fixed. This fatal has not occurred for three weeks. Numerous other smaller fatals and abends are scheduled to be fixed on 2/19/99. Research continues on fatals which occur when there are a large number of unconfirmed rows on AGECE. Also, work is continuing to reduce the overall number of fatals and abends.
Benefit Issuance		Programming to implement the marginally employed (prorated CSJs) and Wage-paying CSJs has been postponed until BadgerCare is implemented.
Review Date Fixes	1/22/99	Another round of fixes for setting correct review dates, mainly for FS with some W-2 fixes, was implemented on this date. We will continue to correct review date logic as errors are found.
Clocks	3/05/99	Clock information will be added to review notices on this date. We also intend to implement fixes and improvements to the clock process. New clock notices will be implemented at a later time.
MA Swipe cards	3/99	Clients in the pilot counties will receive their "Forward " cards during the last two weeks of March. Clients in the rest of the state will receive their cards in May. The cards will be valid for use upon receipt. Information packets are presently being mailed to clients in the pilot counties.
Milwaukee County Child Care Conversion	3/99	Milwaukee's conversion to the CARES Child Care Payment System is currently on scheduled for March, 1999.
BadgerCare	7/1/99	Federal approval for the waivers that were requested to implement BadgerCare have been received. Preliminary analysis of the efforts necessary to resume this initiative are in progress. Implementation will begin on 7/1/99, with various aspects of the program being introduced over a three to four month period.
Food Stamp EBT	10/1/99	A contract with the vendor has been signed and initial meetings have been held. A pilot county is scheduled to begin operation in 10/99, with full roll out beginning after January, 2000.
Major initiatives: In Planning/Development		
Simulation for Benefit Recovery		A workgroup will begin meeting in March to analyze the problems, and their solutions, in how simulation operates and the benefit recovery worksheet is generated and linked with the production benefit recovery system. Actual programming of the fixes will not begin until after BadgerCare